

Troubleshooting

If the portable air conditioner is not working properly, it is usually due to a minor problem that the user can handle. Before calling customer service, refer to the following chart for troubleshooting:

Problem	Possible Causes	Solutions
The air conditioner will not function at all	The plug is not properly installed into a power outlet	Plug the unit in properly.
	There is insufficient amperage in the power circuit to start the unit.	Check your fuses (refer to the rating label on the back of the unit for Amp draw)
	The water reservoir is full.	Drain the water reservoir.
	The LCDI plug is tripped	Press the reset button on the plug
The air conditioner starts and then cuts out.	The exhaust hose is kinked or corkscrewed	Make sure the exhaust hose is straight and as short as possible
	The unit is too close to a wall or some other obstacle.	The unit should be at least 20" away from walls and other obstacles. Move the unit.
	The unit is covered.	The unit will overheat if the air intake or exhaust ports are obstructed. Remove the obstruction.
	The "Timer off" function was activated.	Press the power button to turn the unit back on.
	The room temperature is outside the operational range of 61° - 97°F	Use the unit within the operational range of 61° - 97°F
The air conditioner does not seem to cool effectively.	Room is too large	Use the unit in a smaller room.
	There is direct sunlight into the room.	Close curtains or pull down blinds; minimize the direct sunlight into the room.
	Windows or doors are open.	Close the windows or doors.
	There are additional heat sources in the room, e.g., servers, computer equipment, etc.	Remove the additional heat sources.
	The filter is dusty or otherwise blocked.	Clean the filter

	The air intake or exhaust ports are partially obstructed.	Remove the obstruction.
	The condenser coils are dirty	Vacuum the air inlet located on the side of the unit
The control panel lights are blinking randomly	The unit has a minor electrical fault	Move the unit to another circuit or unplug the unit and plug it in again.
	The unit is plugged into an outlet that cannot supply the correct electricity to the unit	Move the unit to another circuit or unplug the unit and plug it in again.
The unit is leaking	The unit is draining into the drain pan	The drain pan has no auto shut-off- do not leave the unit unattended while draining into an external drain pan- the level of water in this drain pan must be manually monitored
	The drain stopple and plug are not installed	Install the stopple and drain plug
	The unit is not on a level surface	Make sure the unit is on a level surface
The air conditioner is too loud.	The unit is positioned on a hard, uneven floor, and is vibrating.	Move the unit onto a level, carpeted surface.
The Run LED is blinking and the air conditioner is beeping.	The internal water reservoir is full.	Drain the water reservoir.
The LED display seems to show that the air conditioner is on, but it is not working.	The "Timer on" feature is activated.	Turn the unit on with the power button to deactivate the "Timer on" feature.
"E1" shows in the LED display.	The evaporator sensor has detected a problem.	Contact customer service.
"E2" shows in the LED display.	The room temperature sensor has detected a fault.	Contact customer service.
"E5" shows in the LED display.	The overheating protection sensor has detected a fault.	Contact customer service.
"E7" shows in the LED display.	The water reservoir is full.	Drain the water reservoir.